

Practice Coverage as a key component of the Patient Medical Home

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Faculty/Presenter Disclosure

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Relationships with commercial interests:

Grants/Research Support: N/A

Speakers Bureau/Honoraria: N/A

Consulting Fees: N/A

Other: N/A

No conflicts of interest or disclosures



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Learning Objectives

- To explore practice coverage as a key component of the Patient Medical Home.
- To discover how the work to date and key partners can support the sustainability of the Patient Medical Home.



Practice Coverage Working Group

A Brief History



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Belief Statements

We believe:

- All patients are entitled to continuous care, even in the absence of their personal family physician/primary care provider(s).
- All patients should have timely access to their family physician/patient medical home team.
- A relationship between the patient, family physician or patient medical home team is strengthened through coordinated practice coverage.
- Physician wellness and professional competency can be achieved and maintained through integrated, coordinated practice coverage.



Defining Practice Coverage

Practice coverage refers to direct and indirect contact between a family physician/patient medical home team and a patient. This includes:

Direct Contact

Office and home visits

Long term care

In-patient care

Specialty care

Procedures

Telehealth

Indirect Contact

Checking test results

Writing and reviewing medical reports

Requests generated for care (e.g. consults)

Third party communications (e.g. medication refills, patient care conferences)

Office management

Teaching



We need your input!

Question #1

*What is working well/has worked well
when it comes to practice coverage
(in your practice,
organization, network, &/or
community)?*



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Practice Coverage Core Elements

Standardized Compensation

- Includes incentives and billing splits



Practice Coverage Core Elements

Supports

- Concierge/HR/Administrative
- Mentorship
- Primer (Onboarding, Checklists for locum, host GP, & MOA, Matchmaking, Troubleshooting)
- Practice Improvement
- Feedback mechanism



Practice Coverage Core Elements

Education & Training

- EMR orientation
- Billing training
- Pathways orientation
- Up-to-Date orientation
- Web/video templates, training modules
- Resident locum training



Practice Coverage Core Elements

Centralized Access to Practice Opportunities & Locum Availability/One-Stop Shop

- Practice registry
- Job opportunity registry
- Locum registry
- Matching component



Practice Coverage Core Elements

Coordination of Stakeholder Programs & Initiatives



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Practice Coverage Core Elements

Locum Recruitment

- Residents
- Retiring GPs
- New grads
- IMGs



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Practice Coverage Core Elements

Non-Locum based Options

- Cross coverage:
 - FP Networks supporting practice
 - Patient Medical Home networks supporting communities
- Practice exchanges
- Virtual coverage



Practice Coverage Core Elements	Enablers
1. Standardized Compensation <ul style="list-style-type: none"> Includes incentives and billing splits 	Business Plan Quality Improvement & Evaluation Advisory Council IT Enabled
2. Supports <ul style="list-style-type: none"> Concierge/HR/Administrative Mentorship Primer (Onboarding, Checklists – locum, host GP, MOA, Matchmaking, Troubleshooting) Practice Improvement Feedback mechanism 	
3. Education & Training <ul style="list-style-type: none"> EMR orientation Billing training Pathways orientation Up-to-Date orientation Web/video templates, training modules Resident locum training 	
4. Centralized Access to Practice Opportunities & Locum Availability/One-stop shop <ul style="list-style-type: none"> Practice registry, Job opportunity registry, Locum registry Matching component 	
5. Coordination of Stakeholder Programs & Initiatives	
6. Locum Recruitment (Residents, Retiring GPs, New grads, IMGs)	
7. Non-Locum based Practice Coverage Options <ul style="list-style-type: none"> Cross coverage (FP Networks supporting practice, PMH networks supporting communities) Practice exchanges, Virtual coverage 	

We need your input!

Question #2

What would practice coverage look like in the ideal world?

What would practice coverage look like if we got this right?



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We need your input!

Question #3

***What bold steps would we have to take
to make this a reality?***



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Practice Coverage Core Elements - Ranking	Enablers
1. Standardized Compensation <ul style="list-style-type: none"> Includes incentives and billing splits 	<div> Business Plan Quality Improvement & Evaluation Advisory Council IT Enabled </div>
2. Supports <ul style="list-style-type: none"> Concierge/HR/Administrative Mentorship Primer (Onboarding, Checklists – locum, host GP, MOA, Matchmaking, Troubleshooting) Practice Improvement Feedback mechanism 	
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Thank You!

